



State of Delaware Department of Finance

PeopleSoft Financials Implementation Project

Vendor Questions in Advance of Vendor's Conference

March 2, 2006

Issue date: February 13, 2006

Response due: April 7, 2006

Question	Section	Question and Answer
1	2.2	<p>Will agencies have the ability to opt out of implementing PeopleSoft Financials? Has the State analyzed the number of systems that will be replaced and/or remediated?</p> <p>With the exception of the Accounts Receivable Module, which is still being analyzed, agencies will not have the ability to "opt out" of the Peoplesoft implementation.</p> <p>See page 9 for the major systems being replaced or retained.</p>
2	2.2	<p>Has communication begun with unions regarding any expected employee impacts?</p> <p>Not at this time, but it is planned within the Communication Plan.</p>
3	2.2	<p>How many collective bargaining agreements does the State have in place?</p> <p>We do not believe this question is relevant to this procurement.</p>
4	2.3.2	<p>Will the same State department that was responsible for the Financial Reengineering project be responsible for the implementation of PeopleSoft Financials? Who will be the key leaders who will drive this initiative?</p> <p>See page 84 in section 4.1.2 where the management structure is described. It is the same as the Reengineering Project.</p>
5	2.4.1	<p>On p.16, 600 core users and 3000 total system users were identified. However, on p.106, 2500 was used for the training estimate. What is the total end user count and how many core users will there be?</p> <p>In the initial training efforts we expect 2500 users to be trained and in the follow-up training we expect to train additional users. The users included in the second wave of training are the more casual users.</p>
6	2.4.1	<p>How is the State presently supporting school districts and charter schools with the State’s infrastructure? Are there access complications in providing these end users with access to the State’s Intranet for the PeopleSoft Financials application?</p> <p>The State currently supports a Peoplesoft environment for these users and it will remain the same for the Peoplesoft Financials users.</p>

Question	Section	Question and Answer
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7	2.4.1	Does the State have an estimate for each functional area?
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Yes. See Training Plan (Appendix 10).

8	2.4.1	What is considered to be a "core" user?
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A core user is expected to be one who uses the system on a daily basis as a primary portion of their job.

9	2.4.1	What is the total number of end user locations?
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For Training purposes, the State will most likely use 3 to 5 training locations.

10	2.4.1	How many users will be end users of more than one PeopleSoft module?
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See Training Plan (Appendix 10).

11	4.1.5	On p. 90 it states, "Vendor will use the Change Management Methodology already in place." On p. 92, it asks Vendor to "describe Vendor's Change Management methodology, the approach that will be used in the project and a discussion of how this approach will ensure confidence in the ability of the affected State employees to realize success throughout the PeopleSoft Financials implementation."
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Are we required to use the State's change management methodology or is the requirement for us to present our proposed change management activities within the context of the State's methodology?

The Vendor will be required to use the State's methodology. However, the State is open to new ideas and approaches and may elect to modify its methodology based on Vendor responses.

Question	Section	Question and Answer
12	4.1.5	<p>Does the Skills Gap Analysis Summary Report include an assessment of computer skills? Do all potential end users have access to a PC and to the Internet?</p> <p>Basic computer skills are assumed and not specifically referenced in the skill gap analysis. Knowledge of spreadsheet and database applications was assessed.</p> <p>All State employees who are required to access the system will have access to the system.</p>
13	4.1.5	<p>Did the End User Inventory and Skills Assessment include role descriptions and position descriptions for IT staff and employees who will be responsible for maintaining the system?</p> <p>No, the assessment focused only on functional users.</p>
14	4.1.5	<p>Has the State experienced other large-scale change management efforts in the past? How have these initiatives gone? What have been the lessons learned from the State's perspective?</p> <p>Has the State experienced other large-scale change management efforts in the past?</p> <p>Yes, specifically the 2001 PeopleSoft HR upgrade (from 6.02 to 7.51 and the Benefits & Payroll implementation) – In the past attempt (1999) to implement PeopleSoft HRMS 6.02 HR/BA/PR only HR stabilized, BA/PR crashed. Lessons learned from the 7.51 attempt included adding a full time change management team to the overall project team. End users were unaware of the project as well as the ‘what’s in it for them’ factor and what and how they needed to prepare. The team dealt with getting buy in from resistant stakeholders through the use of effective change management tools and techniques.</p> <p>How have these initiatives gone?</p> <p>Much of the 2001 success was attributed to adding a change management team to deal with the people side of the technology change.</p> <p>What have been the lessons learned from the State's perspective?</p> <p>The technology is not always the hard part – getting involvement and buy-in from stakeholders requires use of change management processes and tools, including early involvement for change management team and employees; active and visible sponsorship; effective communications; and effective project leadership and planning.</p>

Question	Section	Question and Answer
15	4.1.5	<p>Will the implementation team have access to the State stakeholders and organizational representatives to conduct change management?</p> <p>Yes. The State Project Team has access to State stakeholders and organizational representatives.</p>
16	4.1.5	<p>Does the current State change management methodology utilize the Human Resource department, and consider HR policies and procedures?</p> <p>Yes. As needed by the project.</p>
17	4.1.6	<p>Will the project be able to utilize the State's communications office or existing mechanisms for communicating with all State agencies?</p> <p>See Appendix 3 for details of the proposed communication mechanisms.</p>
18	4.1.7	<p>User Productivity Kit (UPK) has been suggested for development of the training materials. Has the UPK already been purchased, installed and configured for use on this project or will the Vendor need to propose effort to provide that support?</p> <p>No. It has not yet been purchased for this project, although it is being used by the State for PHRST applications. Delaware will be responsible for the installation and configuration of the UPK.</p>
19	4.1.7	<p>The Project Training Team will explore the possibility and feasibility of using an off-the-shelf scheduling software package" Does the State currently utilize any scheduling software or learning management system?</p> <p>No standard has been established for this type of software in the State. Several packages are currently being reviewed for use in this project.</p>
20	4.1.9	<p>Are there any tools being used currently for Requirements Tracking and Traceability?</p> <p>The State is currently using Stat ACM for PeopleSoft. See Section 4.1.9 on page 99 for more information.</p>

Question	Section	Question and Answer
21	4.1.10	<p>How many PeopleSoft environments will be implemented? (for example: Three Production, Test, and Development)</p> <p>We anticipate 10 to 12 instances supporting Demo through Production.</p>
22	4.1.10	<p>On p. 100 it states that the Vendor shall provide service that conforms to the State’s security standards. Please provide the specific Security Standards that we are to follow.</p> <p>In general, the State follows industry best practices with regards to application security (e.g. strong passwords, sound internal controls, etc). However, because of the nature of security, specific State requirements will be provided to the Vendor upon successful execution of a contractual agreement.</p>
23	4.1.10	<p>Does the State’s Application Environment configuration include hardware sizing for all of the anticipated environments and disaster recovery site configuration?</p> <p>Yes.</p>
24	4.2.1	<p>Please provide the State’s breakdown of PeopleSoft Financials users per Department, Agency, College/University, school, etc.</p> <p>See page 17 of Reengineering Phase Products (Appendix 1).</p>
25	4.2.1	<p>Is there an Enterprise Technical Architecture for the State of Delaware including architecture standards, methodology, principles and guidelines that we should comply with? What are server hardware platforms and configurations? Technical Architecture for PeopleSoft has it been already defined or do we have to define as part of the proposal?</p> <p>Hardware platforms and configurations are described in Section 2.5 on pages 19 through 21 of the RFP.</p>
26	4.2.1	<p>"The State is planning to host the development and production environments,..." "Optionally, the Vendor may propose to host the development environment for the State...For estimating purposes, the Vendor should assume a core user community of up to 200 users during the implementation and up to 2500 users during system training." If we propose to host the development environment, do we need to include the requirements for the Training environments in our sizing?</p> <p>Yes. The training environment requirements must be included in the sizing.</p>

Question	Section	Question and Answer
27	4.2.7	<p>Has the decision been made to have a separate Reporting database instance? If yes, what are the tools used for replicating?</p> <p>Canned batch reports are expected to run against production databases while ad hoc reports will likely run against a separate reporting instance or the EPM. A final decision on the EPM has not been made.</p>
28	6.1.3	<p>Where is the "Intent to Bid" form?</p> <p>The "Intent to Bid" form will be provided to Vendors who attend the Vendor's Conference on March 2, 2006. There is no need to complete an "Intent to Bid" form if you do not intend to bid. Furthermore if a Vendor does submit an Intent to Bid form and then decides to not bid, no further action is necessary.</p>
29	Appendix 10	<p>Is there an approximate number of training locations? Is there a central training facility used by most agencies?</p> <p>There will be 3 to 5 locations used. No central facility will be used.</p>